

AMENDMENTS

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Claim 1 (Withdrawn): 1. A structural facility for conducting a drive through business comprising:

- at least one order placement station;
- at least one drive through/pickup portal area;
- a central portion comprising at least one customer service window;
- a vertical inventory access system;
- a horizontal inventory access system;
- a final order assembly area; and
- a computer system.

Claim 2 (Withdrawn): A facility according to Claim 1 wherein said centralized portion configured to accommodate walk-up customers.

Claim 3 (Withdrawn): A facility according to Claim 1 wherein said computer system configured to host a facility website.

Claim 4 (Withdrawn): A facility according to Claim 1 further configured to be a delivery/pickup point for items ordered via E-commerce.

Claim 5 (Withdrawn): A facility according to Claim 3 wherein said computer system configured to connect to E-commerce vendors via said facility website.

Claim 6 (Withdrawn): A facility according to Claim 1 wherein said computer system configured to process customer orders received via at least one of facsimile, telephone, cellular, personal digital assistants, radio frequency, satellite communications, microwave communications and the Internet.

Claim 7 (Withdrawn): A facility according to Claim 1 further comprising an audio-video link to a facility clerk.

Claim 8 (Withdrawn): A facility according to Claim 1 wherein said drive through/pickup portal area further comprises a printer connected to said computerized network system.

Claim 9 (Withdrawn): A facility according to Claim 1 wherein said order placement station is configured to accept voice commands or commands from a touch screen.

Claim 10 (Withdrawn): A facility according to Claim 1 wherein said order placement station is configured with video menus enabling product selection.

Claim 11 (Withdrawn): A facility according to Claim 1 wherein said drive through/pickup portal area further comprises a horizontal delivery system.

Claim 12 (Withdrawn): A facility according to Claim 1 wherein said drive through/pickup portal area further comprises a vertical delivery system.

Claim 13 (Withdrawn): A facility according to Claim 1 wherein said drive

through/pickup portal area further comprises a pressure controlled product delivery drawer.

Claim 14 (Withdrawn): A facility according to Claim 1 further comprising a traffic control system coupled to and controlled by said computer system for controlling traffic flow through said facility.

Claim 15 (Withdrawn): A facility according to Claim 14 further comprising a video camera system for monitoring traffic flow and coupled to said traffic control system.

Claim 16 (Withdrawn): A facility according to Claim 1 wherein said computer system configured to disseminate order information to locations within said facility.

Claim 17 (Withdrawn): A facility according to Claim 1 wherein said facility further configured to receive customer shipments from couriers.

Claim 18 (Withdrawn): A facility according to Claim 1 wherein said facility is configured as a multilevel facility.

Claim 19 (Withdrawn): A facility according to Claim 1 wherein said facility is configured as a one level facility.

Claim 20 (Withdrawn): A facility according to Claim 1 wherein said computer system further configured to track inventory and control replacement product ordering.

Claim 21 (Withdrawn): A facility according to Claim 1 wherein said computer system is configured to expand and contract a number of said order placement stations and said drive through/pickup portal areas in operation according to traffic flow.

Claim 22 (Withdrawn): A computer system for controlling operations of a drive through distribution facility, said system comprising:

- a server configured with a retail and wholesale operating program;
- at least one computer; and
- a networking system coupling said computer to said server.

Claim 23 (Withdrawn): A computer system according to Claim 22 wherein said at least one computer configured for accommodation of walk-up customers.

Claim 24 (Withdrawn): A computer system according to Claim 22 wherein said server configured to host a facility website.

Claim 25 (Withdrawn): A computer system according to Claim 22 wherein said server configured to control and monitor delivery and pickup for items ordered via E-commerce, said server further configured to notify a customer upon the delivery of said items.

Claim 26 (Withdrawn): A computer system according to Claim 25 wherein said server configured to connect to E-commerce vendors via said facility website, said website configured to notify a customer of specials and promotions, said specials and promotions equipped with time sensitive expirations.

Claim 27 (Withdrawn): A computer system according to Claim 22 wherein said server configured to process customer orders received via at least one of facsimile, telephone, cellular, radio bluetooth communications, infrared communications, personal digital assistants, radio frequency, satellite communications, microwave communications and the Internet, said server further configured to charge customers using a pin number account or a speed pass credit card account.

Claim 28 (Withdrawn): A computer system according to Claim 22 further comprising an audio-video link to a facility clerk.

Claim 29 (Withdrawn): A computer system according to Claim 22 further comprising a printer connected to at least one computer at a drive through/pickup portal area.

Claim 30 (Withdrawn): A computer system according to Claim 22 wherein said at least one computer is configured as a order placement station and to accept voice commands utilizing a voice recognition system for customer verification or commands from a touch screen.

Claim 31 (Withdrawn): A computer system according to Claim 30 wherein said order placement station is configured with video menus enabling product selection.

Claim 32 (Withdrawn): A computer system according to Claim 30 wherein said at least one computer further configured to control a horizontal delivery system.

Claim 33 (Withdrawn): A computer system according to Claim 30 wherein said at least one computer further configured to control a vertical delivery system.

Claim 34 (Withdrawn): A computer system according to Claim 30 wherein said at least one computer further configured to control a pressure controlled product delivery drawer.

Claim 35 (Withdrawn): A computer system according to Claim 22 wherein said server configured to control traffic flow through the facility.

Claim 36 (Withdrawn): A computer system according to Claim 35 wherein said server coupled to and configured to control a video camera system for monitoring traffic flow.

Claim 37 (Withdrawn): A computer system according to Claim 22 wherein said server configured to disseminate order information to said computers within said facility.

Claim 38 (Withdrawn): A computer system according to Claim 22 wherein said server configured to monitor and control reception of customer shipments from couriers.

Claim 39 (Withdrawn): A computer system according to Claim 22 wherein said server configured to track inventory and control replacement product ordering.

Claim 40 (Withdrawn): A computer system according to Claim 22 wherein said server configured to expand and contract a number of said computers controlling order placement stations and drive through/pickup portal areas in operation according to traffic flow.

Claim 41 (Withdrawn): A computer system according to Claim 22 wherein said computer configured to monitor customer position utilizing a global positioning system in order to complete an order for a customer just prior to pick-up.

Claim 42 (Withdrawn): A computer system according to Claim 22 wherein said computer configured to monitor a UPC code of an item in order to advise a customer of an expiration date, or to automatically order a second item.

Claim 43 (Withdrawn): A computer system according to Claim 22 wherein said computer comprises an automatic cookbook that automatically fills an order of multiple ingredients based upon a chosen recipe from the automatic cookbook.

Claim 44 (New): A process for controlling a vehicle drive-thru or drive-up facility, the process comprising:

Providing a structural facility adapted to receive, store and deliver commercial and retail classified goods and serviceable items, the structural facility having a centralized order processing portion and a plurality of vehicle drive-thru pick up areas attached to the centralized processing portion adapted to receive a customer's vehicle; and

Introducing at least one core computer system communicatively compatible with a customer and with other computers communicating with the core computer system, the core computer system adapted to control, access and deliver the classified goods and serviceable items from within and outside of the facility to a customer's location, adapted to control and access the centralized order processing portion and adapted to control the plurality of drive-thru pick up areas for potential delivery of classified goods and serviceable items to a customer and

for potential acceptance of items from a customer, the core computer system further adapted to optimize traffic flow through the drive-thru pick up area.

Claim 45 (New): The process according to Claim 0, wherein the vehicle drive-thru pick up area comprises a plurality of staging lanes to accommodate a plurality of customer vehicles, each staging lane being in communication with the core computer system to control traffic.

Claim 46 (New): The process according to Claim 0, wherein the vehicle drive-thru pick up area further comprises at least one order placement and delivery station therein, the order placement and delivery station adapted to receive, process and deliver at least one order from a customer.

Claim 47 (New): The process according to Claim 0, the order placement and delivery station further adapted to receive service items from a customer.

Claim 48 (New): The process according to Claim 0, each order placement and delivery station adapted to receive communications from the customer by at least one electronic means, the electronic means in communication with the core computer system.

Claim 49 (New): The process according to Claim 0, the electronic means adapted to communicate with a customer and with other computer systems by voice transmission, by voice synthesizer transmission, by audio transmission, by audio-visual transmission, by radio frequency transmission, by electronic signal transmission, by a touch screen; including by any type of wireless protocol comprising cellular, microwave, 802.11x, Bluetooth, satellite; and including by wirelan protocol comprising a telephone, a

handheld devices, an onsite or offsite communication device, a point device, a touch device, a personal computer or any combination thereof.

Claim 50 (New): The process according to Claim 0, the electronic means further comprising a pre-ordering communication means, the pre-ordering communication means adapted to facilitate communications between the customer and any tenant, and between the customer and any computer network in communication with the core computer system, the pre-ordering communication means further adapted to provide pre-sale information to the customer, pricing, including specials, discounts, close-outs and related pre-sales information, corresponding to the classified goods and serviceable items.

Claim 51 (New): The process according to Claim 0, the pre-ordering communication means is further adapted to verify customer identification, verify order information and perform payment processing.

Claim 52 (New): The process according to Claim 0, the pre-ordering communication means further adapted to facilitate communications between at least one remote electronic device and the core computer system to allow a customer to select the desired classified goods or services, order the selected classified goods or services, and receive confirmation corresponding to the order pick up availability.

Claim 53 (New): The process according to Claim 0, the pre-ordering communication means comprising a remotely located computer device adapted to provide communications to a remotely located customer regarding events, promotions, electronic coupons, price changes, specials, new products and other information, the computer

device further adapted to store and display the classified goods and service offerings available for customer order.

Claim 54 (New): The process according to Claim 0, the pre-ordering communication means comprising a remotely located computer device adapted to provide communications to a remotely located customer, the computer device adapted to receive and store customer information, customer preferred product information, and past customer order information, and is further adapted to track discarded goods, track inventory for replenishment, generate future order information, and upon command by the customer, replenish goods by communicating at least one order to the core computer system for subsequent delivery to the customer.

Claim 55 (New): The process according to Claim 0 wherein the core computer system is adapted to deliver ordered goods or services to a customer's location.

Claim 56 (New): The process according to Claim 0 further comprising a verification system in communication with the core computer system, the verification system adapted to authenticate identification of the customer who is purchasing the ordered good or service, verify the customer's ability to purchase the ordered good or service, and if authentication and identification is confirmed, communicate to the core computer system to deliver the ordered good or service to the customer.

Claim 57 (New): The process according to Claim 0, the verification system comprising a biometric verification system, the biometric verification system selected from the group of fingerprint verification, eye pattern verification, visual (face) identification verification,

license scanning verification, voice verification, vehicle identification verification and, non-invasive cell scan verification.

Claim 58 (New): The process according to Claim 0, the core computer system is adapted to communicate with at least one e-commerce network site to receive, send, track, process and verify orders made by an authenticated customer on the e-commerce network site, and is further adapted to notify the customer of the order availability and to deliver ordered goods to a customer's location.

Claim 59 (New): The process according to Claim 0, wherein the facility further comprises a pre-defined area for receiving customer exchanged goods, receiving damaged goods, receiving mis-processed goods, processing special handle goods and providing refunds if necessary, the pre-defined area being in communication with the core computer system through a materials handling system.

Claim 60 (New): The process according to Claim 0, wherein the facility further comprises a pre-defined area for customer service, the pre-defined area being in communication with the core computer system through a materials handling system.

Claim 61 (New): The process according to Claim 0, wherein the facility further comprises a pre-defined area for customer assistance, the pre-defined area being in communication with the core computer system through a materials handling system.

Claim 62 (New): The process according to Claim 0 wherein the faculty further comprises a pre-defined food pick up area within the drive-thru pick up area, the prepared food pick up area adapted to deliver food pre-ordered by a customer.

Claim 63 (New): The process according to Claim 0, wherein the facility further comprises at least one pre-defined area for receiving, storing and transporting goods and services which require predefined environmental controls.

Claim 64 (New): The process according to Claim 0, wherein environmental controls are selected from the group of humidity controls, product rotation controls, expiration controls, heat controls, refrigeration controls, ambient temperature controls, dry goods handling controls, special handling controls, packaging controls, secure access controls, consolidation and bagging controls and air circulation controls.

Claim 65 (New): The process according to Claim 0, wherein the core computer system is adapted to monitor or otherwise sense emissions from a vehicle within or adjacent to the facility, and control one or more exhaust control systems in the facility to vent away the emissions from the facility.

Claim 66 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing structure specializing in providing wholesale goods or services.

Claim 67 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing strip center.

Claim 68 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing box store structure.

Claim 69 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing outdoor mall structure.

Claim 70 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing indoor mall structure.

Claim 71 (New): The process according to Claim 0, wherein the vehicle drive-thru pick up area further comprises at least one order placement station and at least one delivery station therein, the order placement station and the order delivery station adapted to receive, process and deliver at least one order from a customer.

Claim 72 (New): The process according to Claim 0, the order placement and delivery station further adapted to receive service items from a customer.

Claim 73 (New): The process according to Claim 0, each order placement and delivery station adapted to receive communications from the customer by at least one electronic means, the electronic means in communication with the core computer system.

Claim 74 (New): The process according to Claim 0, the electronic means adapted to communicate with a customer and with other computer systems by voice transmission, by voice synthesizer transmission, by audio transmission, by audio-visual transmission, by radio frequency transmission, by electronic signal transmission, by a touch screen; including by any type of wireless protocol comprising cellular, microwave, 802.11x, Bluetooth, satellite; and including by wirelan protocol comprising a telephone, a

handheld devices, an onsite or offsite communication device, a point device, a touch device, a personal computer or any combination thereof.

Claim 75 (New): The process according to Claim 0, the electronic means further comprising a pre-ordering communication means, the pre-ordering communication means adapted to facilitate communications between the customer and any tenant, and between the customer and any computer network in communication with the core computer system, the pre-ordering communication means further adapted to provide pre-sale information to the customer, pricing, including specials, discounts, close-outs and related pre-sales information, corresponding to the classified goods and serviceable items.

Claim 76 (New): The process according to Claim 0, the pre-ordering communication means is further adapted to verify customer identification, verify order information and perform payment processing.

Claim 77 (New): The process according to Claim 0, the pre-ordering communication means further adapted to facilitate communications between at least one remote electronic device and the core computer system to allow a customer to select the desired classified goods or services, order the selected classified goods or services, and receive confirmation corresponding to the order pick up availability.

Claim 78 (New): The process according to Claim 0, the pre-ordering communication means comprising a remotely located computer device adapted to provide communications to a remotely located customer regarding events, promotions, electronic coupons, price changes, specials, new products and other information, the computer

device further adapted to store and display the classified goods and service offerings available for customer order.

Claim 79 (New): The process according to Claim 0, the pre-ordering communication means comprising a remotely located computer device adapted to provide communications to a remotely located customer, the computer device adapted to receive and store customer information, customer preferred product information, and past customer order information, and is further adapted to track discarded goods, track inventory for replenishment, generate future order information, and upon command by the customer, replenish goods by communicating at least one order to the core computer system for subsequent delivery to the customer.

Claim 80 (New): The process according to Claim 0 wherein the core computer system is adapted to deliver ordered goods or services to a customer's location.

Claim 81 (New): The process according to Claim 0 further comprising a verification system in communication with the core computer system, the verification system adapted to authenticate identification of the customer who is purchasing the ordered good or service, verify the customer's ability to purchase the ordered good or service, and if authentication and identification is confirmed, communicate to the core computer system to deliver the ordered good or service to the customer.

Claim 82 (New): The process according to Claim 0, the verification system comprising a biometric verification system, the biometric verification system selected from the group of fingerprint verification, eye pattern verification, visual (face) identification verification,

license scanning verification, voice verification, vehicle identification verification and, non-invasive cell scan verification.

Claim 83 (New): The process according to Claim 0, the core computer system is adapted to communicate with at least one e-commerce network site to receive, send, track, process and verify orders made by an authenticated customer on the e-commerce network site, and is further adapted to notify the customer of the order availability and to deliver ordered goods to a customer's location.

Claim 84 (New): The process according to Claim 0, wherein the facility further comprises a pre-defined area for receiving customer exchanged goods, receiving damaged goods, receiving mis-processed goods, processing special handle goods and providing refunds if necessary, the pre-defined area being in communication with the core computer system through a materials handling system.

Claim 85 (New): The process according to Claim 0, wherein the facility further comprises a pre-defined area for customer service, the pre-defined area being in communication with the core computer system through a materials handling system.

Claim 86 (New): The process according to Claim 0, wherein the facility further comprises a pre-defined area for customer assistance, the pre-defined area being in communication with the core computer system through a materials handling system.

Claim 87 (New): The process according to Claim 0 wherein the faculty further comprises a pre-defined food pick up area within the drive-thru pick up area, the prepared food pick up area adapted to deliver food pre-ordered by a customer.

Claim 88 (New): The process according to Claim 0, wherein the facility further comprises at least one pre-defined area for receiving, storing and transporting goods and services which require predefined environmental controls.

Claim 89 (New): The process according to Claim 0, wherein environmental controls are selected from the group of humidity controls, product rotation controls, expiration controls, heat controls, refrigeration controls, ambient temperature controls, dry goods handling controls, special handling controls, packaging controls, secure access controls, consolidation and bagging controls and air circulation controls.

Claim 90 (New): The process according to Claim 0, wherein the core computer system is adapted to monitor or otherwise sense emissions from a vehicle within or adjacent to the facility, and control one or more exhaust control systems in the facility to vent away the emissions from the facility.

Claim 91 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing structure specializing in providing wholesale goods or services.

Claim 92 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing strip center.

Claim 93 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing box store structure.

Claim 94 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing outdoor mall structure.

Claim 95 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing indoor mall structure.

Claim 96 (New): The process according to Claim 0, wherein the step of introducing a core computer system further comprises the steps of allowing the core computer system to:

direct a customer to an ordering placement station;

receive communications from, and transmit communications to, the customer through an electronic means corresponding to an ordered classified good or serviceable item, the electronic means being in communication with the core computer system;

obtain remuneration from the customer;

control and operate a materials handling system to obtain the ordered good or serviceable item from within a pre-defined portion of the facility, and transport the ordered good or serviceable item to an order assembly and consolidation area within the facility;

direct the customer to an order delivery station;

if a customer is not waiting for delivery, transport the ordered goods or serviceable item to a staging area for later delivery; and

if a customer is waiting for delivery, transport the ordered goods or serviceable item to the customer to a pre-selected delivery station.

Claim 97 (New): The process according to Claim 0, the electronic means adapted to communicate with a customer voice transmission, by voice synthesizer transmission, by audio transmission, by audio-visual transmission, by radio frequency transmission, by electronic signal transmission, by a touch screen; including by any type of wireless protocol comprising cellular, microwave, 802.11x, Bluetooth, satellite; and including by wirelan protocol comprising a telephone, a handheld devices, an onsite or offsite communication device, a point device, a touch device, a personal computer or any combination thereof.

Claim 98 (New): The process according to Claim 0 further comprising the steps of allowing the core computer system to:

verify that the ordered good or serviceable item is available; and
transmit order information to at least one tenant within the facility.

Claim 99 (New): A method for managing a facility offering classified goods and serviceable items by at least one core computer system, the facility containing a plurality of vehicle drive-thru areas, the steps comprising the core computer:

directing a customer vehicle to an order station through a traffic control system in communication with the core computer;
receiving the customer's order information through an electronic means;
communicating the customer's historical order data through the electronic means;
receiving payment from the customer corresponding to the order;
verifying and processing the order; and
directing the customer to a delivery station for order delivery.

Claim 100 (New): The method of Claim 0 wherein the step of processing the order further comprises the steps of:

Notifying the customer of the inventory status;

Controlling a materials handling system to obtain the ordered good or serviceable item from within a pre-defined portion of the facility, and transport the ordered good or serviceable item to an order assembly and consolidation area within the facility;

Communicating any order information to a corresponding tenant's computer processing system;

Transmitting corresponding financial information to the corresponding tenant's computer processing system;

confirming that the order corresponds to the customer who placed the order;

if a customer is not waiting for delivery, controlling the materials handling system transport the ordered goods or serviceable item to a staging area for later delivery to the customer to a pre-selected delivery station; and

if a customer is waiting for delivery, controlling the materials handling system to transport the ordered goods or serviceable item to the customer to a pre-selected delivery station.

Claim 101 (New): The method of Claim 0 wherein the electronic means communicates with the customer by voice transmission, by voice synthesizer transmission, by audio transmission, by audio-visual transmission, by radio frequency transmission, by electronic signal transmission, by a touch screen; including by any type of wireless protocol comprising cellular, microwave, 802.11x, Bluetooth, satellite; and including by wirelan protocol comprising a telephone, a handheld devices, an onsite or offsite communication device, a point device, a touch device, or a computer;

Claim 102 (New): The method of Claim 0 wherein the pre-defined portion of the facility comprises at least an area storing high customer demand classified goods or serviceable items, an area storing frequently purchased classified goods or serviceable items and an area storing remaining classified goods or serviceable items, these areas in communication with the core computer system through the materials handling system.

Claim 103 (New): The process according to Claim 0, the electronic means further comprising a pre-ordering communication means, the pre-ordering communication means adapted to facilitate communications between the customer and any tenant, and between the customer and any computer network in communication with the core computer system, the pre-ordering communication means further adapted to provide pre-sale information to the customer, pricing, including specials, discounts, close-outs and related pre-sales information, corresponding to the classified goods and serviceable items.

Claim 104 (New): The process according to Claim 0, the pre-ordering communication means is further adapted to verify customer identification, verify order information and perform payment processing.

Claim 105 (New): The process according to Claim 0, the pre-ordering communication means further adapted to facilitate communications between at least one remote electronic device and the core computer system to allow a customer to select the desired classified goods or services, order the selected classified goods or services, and receive confirmation corresponding to the order pick up availability.

Claim 106 (New): The process according to Claim 0, the pre-ordering communication means comprising a remotely located computer device adapted to provide communications to a remotely located customer regarding events, promotions, electronic coupons, price changes, specials, new products and other information, the computer device further adapted to store and display the classified goods and service offerings available for customer order.

Claim 107 (New): The process according to Claim 0, the pre-ordering communication means comprising a remotely located computer device adapted to provide communications to a remotely located customer, the computer device adapted to receive and store customer information, customer preferred product information, and past customer order information, and is further adapted to track discarded goods, track inventory for replenishment, generate future order information, and upon command by the customer, replenish goods by communicating at least one order to the core computer system for subsequent delivery to the customer.

Claim 108 (New): The process according to Claim 0 wherein the core computer system is adapted to deliver ordered goods or services to a customer's location.

Claim 109 (New): The process according to Claim 0 further comprising a verification system in communication with the core computer system, the verification system adapted to authenticate identification of the customer who is purchasing the ordered good or service, verify the customer's ability to purchase the ordered good or service, and if authentication and identification is confirmed, communicate to the core computer system to deliver the ordered good or service to the customer.

Claim 110 (New): The process according to Claim 0, the verification system comprising a biometric verification system, the biometric verification system selected from the group of fingerprint verification, eye pattern verification, visual (face) identification verification, license scanning verification, voice verification, vehicle identification verification and non-invasive cell scan verification.

Claim 111 (New): The process according to Claim 0, the core computer system is adapted to communicate with at least one e-commerce network site to receive, send, track, process and verify orders made by an authenticated customer on the e-commerce network site, and is further adapted to notify the customer of the order availability and to deliver ordered goods to a customer's location.

Claim 112 (New): The process according to Claim 0, wherein the facility further comprises a pre-defined area for receiving customer exchanged goods, receiving damaged goods, receiving mis-processed goods, processing special handle goods and providing refunds if necessary, the pre-defined area being in communication with the core computer system through a materials handling system.

Claim 113 (New): The process according to Claim 0, wherein the facility further comprises a pre-defined area for customer service, the pre-defined area being in communication with the core computer system through a materials handling system.

Claim 114 (New): The process according to Claim 0, wherein the facility further comprises a pre-defined area for customer assistance, the pre-defined area being in communication with the core computer system through a materials handling system.

Claim 115 (New): The process according to Claim 0 wherein the facility further comprises a pre-defined food pick up area within the drive-thru pick up area, the prepared food pick up area adapted to deliver food pre-ordered by a customer.

Claim 116 (New): The process according to Claim 0, wherein the facility further comprises at least one pre-defined area for receiving, storing and transporting goods and services which require predefined environmental controls.

Claim 117 (New): The process according to Claim 0, wherein environmental controls are selected from the group of humidity controls, product rotation controls, expiration controls, heat controls, refrigeration controls, ambient temperature controls, dry goods handling controls, special handling controls, packaging controls, secure access controls, consolidation and bagging controls and air circulation controls.

Claim 118 (New): The process according to Claim 0, wherein the core computer system is adapted to monitor or otherwise sense emissions from a vehicle within or adjacent to the facility, and control one or more exhaust control systems in the facility to vent away the emissions from the facility.

Claim 119 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing structure specializing in providing wholesale goods or services.

Claim 120 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing strip center.

Claim 121 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing box store structure.

Claim 122 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing outdoor mall structure.

Claim 123 (New): The process according to Claim 0, wherein the structural facility is adapted to annex to, or otherwise structurally couple to, an existing indoor mall structure.